

Late and Non-Collection of Children

Policy statement

Wufa is committed to ensuring that all parents agree to an approximate arrival time and are informed of procedures on what to do if they expect to be late.

This will help to reduce or eliminate the distress that may be caused by this situation. If the designated person to collect is not known to the staff the parent must provide a password for the person to give to staff, including their date of birth where known.

Procedures

In the instance of a child not being collected from the pre-school after a reasonable amount of time (10mins has been allowed for lateness), the following procedure will be initiated by staff:

- Inform the manager a child has not been collected. The manager will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records. Parents must make sure ALL telephone numbers we hold are current.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents/carers still have not collected the child, the manager/staff member on duty in charge will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation. Needless to say, putting a child into care is a serious step and one that could have repercussions. Parents must ensure that we never have to use this action.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

In order to provide this additional care a late fee of £5.00 per ¼ hour will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Legal framework

Primary legislation

- Children Act (1989 s47)
- Protection of Children Act (1999)
- Data Protection Act (1998)
- The Children Act (Every Child Matters) (2004)
- Safeguarding Vulnerable Groups Act (2006)
- Childcare Act 2006

Further guidance

- Keeping Children Safe in Education (2015)

This policy was adopted by _____ *(name of provider)*

On _____ *(date)*

Date to be reviewed _____ *(date)*

Signed on behalf of the provider

Name of signatory _____

Role of signatory (e.g. chair, director or owner) _____